Iowa Department of Human Services

CHILD CARE CENTER COMPLAINT

Name of Center: Sioux Central Childcare Center **Enrollment:** 27 **License ID:** 29110

Street: 515 Elm ST **City:** Sioux Rapids **IA** **Zip Code:** 50585 **County:** Buena Vista

Mailing Address: PO Box 43

Mailing City: Sioux Rapids **IA** **Zip Code:** 50585

Director's Name: Denise Riley **Center Phone Number:** 712-295-8619

On-Site Supervisors: Christy Johnson **E-Mail Address:** danddriley@icloud.com

Date of Complaint: 10-17-2023 **Date of Visit:** 10-18-2023

[ ] Scheduled **[X]** Unannounced **[ ]** NA

[X] Non-Compliance with Regulations Found **[ ]** Compliance with Regulations Found

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[ ] PROVISIONAL license from **to**

[ ] SUSPENSION of License

[ ] REVOCATION of License

Complaint Details:

Did this complaint result in a serious injury? ☐ Yes ☒ No

Did this complaint result in a death to a child? ☐ Yes ☒ No

Summary of Complaint:

A complaint was received that the Sioux Central Childcare Center was out of ratio on 10-16-23 when an employee left before a replacement co-worker had arrived. It was reported this occurred at the end of the day when school age children were arriving to the center from the bus drop off and that a parent to another child attending the center opened the door to let the children into the building.

Licensing Rules Relevant to the Complaint:

109.8(2) Ratio maintained in center as required by age.

Inspection Findings:

Iowa Department of Human Services

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An unannounced visit was made to the Sioux Central Childcare Center on 10-18-23 where I met with the on-site supervisor Christy Johnson. Christy was informed of the complaint. Christy stated that she was aware of the issue and that she had been the employee who had left. Christy stated that she has been staying late at the center but on the 16th she had another appointment that she could not miss. Christy stated that she had contacted the center board president and informed her that she would not be able to stay late and additional staff would not be coming in until after the school let out. Christy stated that several of the board members do act as volunteers at the center and she had believed the board present had made arrangements for one of the board members to provide coverage. Christy stated that the her regular afternoon staff that she had scheduled works at the school during the day and was running late on the 16th not arriving until around 4 PM. Christy stated that the school bus typically arrives around 3:45 - 3:50 PM. Christy stated that she had 1 employee at the center with the preschool age children at that time on the 16th.

While meeting with Christy the center board president, April Warkentin, arrived at the center and was also informed of the complaint. April did confirm that Christy had provided notice that she would be unable to remain at the center past 3:30 on the 16th and that additional staff would be coming in after school. April stated that she had misunderstood the communication thinking that Christy was informing her that she had made arrangements for staff to be there after school when she left rather than needing someone to cover for her until the staff arrived after school.

It is noted that the center does have a controlled access entry which makes use of an electronic fob/card provided to parents to enter the center, or would require someone in the center to open the door. The children arriving to the center on the school bus would not have an access fob/card and so would be dependent on staff meeting them to provide entry to the center.

Based on the information obtained this complaint is SUBSTANTIATED for violation of Licensing Standard 109.8(2) which requires that ratio be maintained in the center as required by age. All parties agree that there was period of time on 10-16-23 when school age children arriving on the bus were not met by a staff member to be let into the building. All parties agree that communication had been held between the on-site supervisor Christy, and the center board president that Christy would not be able to remain past 3:30 and covering staff would arrive after school let out. All parties agree that there was a misunderstanding of the communication with the board president believing that Christy was informing her that coverage was arranged rather than coverage needing to be arranged. All parties agree that this resulted in a situation of the center being out of ratio with only 1 employee present for the preschool/school age children from approximately 3:45 to 4:00 PM until additional staff arrived.

Special Notes and Action Required:

This complaint is SUBSTANTIATED for violation of the identified Licensing Standard. The failure to comply with staffing ratio requirements appears to be accidental in nature rather than an intentional disregard. The center is exploring options to discontinue afterschool programming with the school exploring options to provide for that need in the community. No further action is required or requested. A full license will remain in effect at this time.

Consultant's Signature:

Ray Salsbury

Date:

10-26-2023